

IMPORTING REQUIRED LIBRARIES

```
import numpy as np
import pandas as pd
import matplotlib.pyplot as plt
import seaborn as sns
```

READING THE DATASET**training data**

```
df=pd.read_csv('/content/drive/MyDrive/Data set ML/churn-bigml-80.csv')
df
```

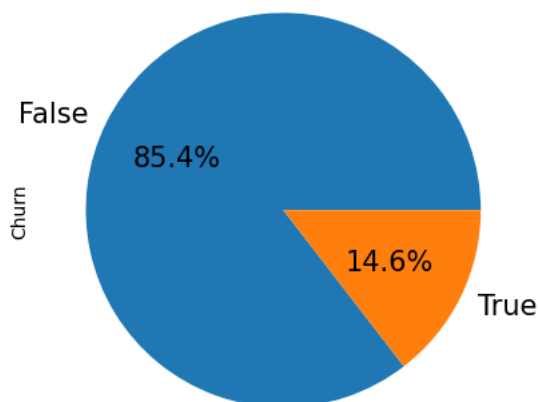
	State	Account length	Area code	International plan	Voice mail plan	Number vmail messages	Total day minutes	Total day calls	Total day charge	Total eve minutes	Total eve calls	Total € char
0	KS	128	415	No	Yes	25	265.1	110	45.07	197.4	99	16
1	OH	107	415	No	Yes	26	161.6	123	27.47	195.5	103	16
2	NJ	137	415	No	No	0	243.4	114	41.38	121.2	110	10
3	OH	84	408	Yes	No	0	299.4	71	50.90	61.9	88	5
4	OK	75	415	Yes	No	0	166.7	113	28.34	148.3	122	12
...
2661	SC	79	415	No	No	0	134.7	98	22.90	189.7	68	16
2662	AZ	192	415	No	Yes	36	156.2	77	26.55	215.5	126	18
2663	WV	68	415	No	No	0	231.1	57	39.29	153.4	55	13
2664	RI	28	510	No	No	0	180.8	109	30.74	288.8	58	24
2665	TN	74	415	No	Yes	25	234.4	113	39.85	265.9	82	22

2666 rows × 20 columns

**CHURN COUNT GRAPH**

```
df['Churn'].value_counts().plot(kind='pie', fontsize=15, autopct='%1.1f%%')
```

<Axes: ylabel='Churn'>



```
df.head()
```

	State	Account length	Area code	International plan	Voice mail plan	Number vmail messages	Total day minutes	Total day calls	Total day charge	Total eve minutes	Total eve calls	Total eve charge
0	KS	128	415	No	Yes	25	265.1	110	45.07	197.4	99	16.78
1	OH	107	415	No	Yes	26	161.6	123	27.47	195.5	103	16.62
2	NJ	137	415	No	No	0	243.4	114	41.38	121.2	110	10.30
3	OH	84	408	Yes	No	0	299.4	71	50.90	61.9	88	5.26
4	OK	75	415	Yes	No	0	166.7	113	28.34	148.3	122	12.61



```
df.tail()
```

	State	Account length	Area code	International plan	Voice mail plan	Number vmail messages	Total day minutes	Total day calls	Total day charge	Total eve minutes	Total eve calls	Total eve charge
2661	SC	79	415	No	No	0	134.7	98	22.90	189.7	68	16
2662	AZ	192	415	No	Yes	36	156.2	77	26.55	215.5	126	18
2663	WV	68	415	No	No	0	231.1	57	39.29	153.4	55	13
2664	RI	28	510	No	No	0	180.8	109	30.74	288.8	58	24
2665	TN	74	415	No	Yes	25	234.4	113	39.85	265.9	82	22



```
df.columns
```

```
Index(['State', 'Account length', 'Area code', 'International plan',  
      'Voice mail plan', 'Number vmail messages', 'Total day minutes',  
      'Total day calls', 'Total day charge', 'Total eve minutes',  
      'Total eve calls', 'Total eve charge', 'Total night minutes',  
      'Total night calls', 'Total night charge', 'Total intl minutes',  
      'Total intl calls', 'Total intl charge', 'Customer service calls',  
      'Churn'],  
      dtype='object')
```

```
df.dtypes
```

```
State                object  
Account length      int64  
Area code           int64  
International plan   object  
Voice mail plan     object  
Number vmail messages    int64  
Total day minutes    float64  
Total day calls      int64  
Total day charge     float64  
Total eve minutes    float64  
Total eve calls      int64  
Total eve charge     float64  
Total night minutes  float64  
Total night calls    int64  
Total night charge   float64  
Total intl minutes   float64  
Total intl calls     int64  
Total intl charge    float64  
Customer service calls    int64  
Churn                bool  
dtype: object
```

```
df.isna().sum()
```

```
State                0  
Account length      0  
Area code           0  
International plan   0  
Voice mail plan     0  
Number vmail messages    0  
Total day minutes    0  
Total day calls      0  
Total day charge     0  
Total eve minutes    0
```

```

Total eve calls      0
Total eve charge     0
Total night minutes  0
Total night calls    0
Total night charge   0
Total intl minutes   0
Total intl calls     0
Total intl charge    0
Customer service calls 0
Churn                0
dtype: int64

```

STATE COUNT GRAPH

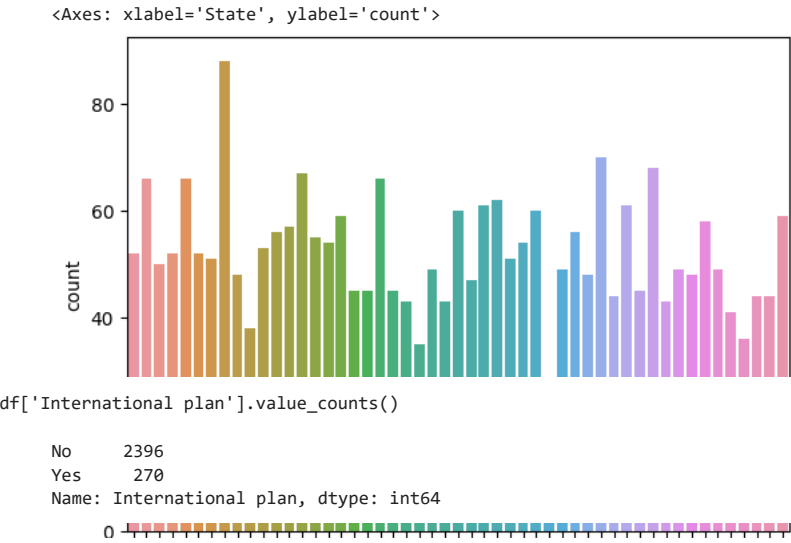
```
df['State'].value_counts()
```

```

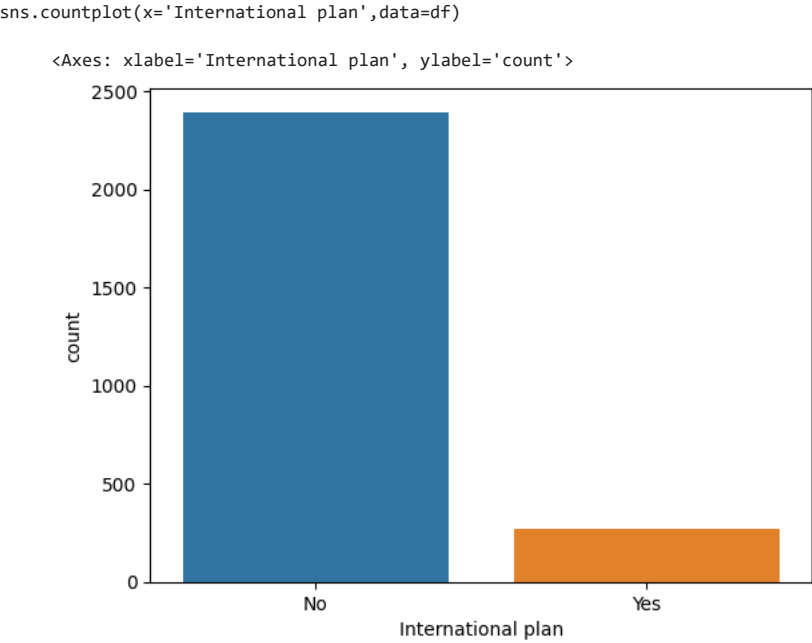
WV      88
MN      70
NY      68
VA      67
AL      66
OH      66
WY      66
OR      62
NV      61
WI      61
MD      60
UT      60
CO      59
CT      59
MI      58
VT      57
ID      56
NC      56
TX      55
FL      54
IN      54
MT      53
OK      52
MA      52
KS      52
MO      51
DE      51
NJ      50
SC      49
SD      49
ME      49
GA      49
RI      48
MS      48
WA      48
AR      47
IL      45
DC      45
AZ      45
NE      45
HI      44
NM      44
ND      44
AK      43
KY      43
NH      43
TN      41
IA      38
PA      36
LA      35
CA      24
Name: State, dtype: int64

```

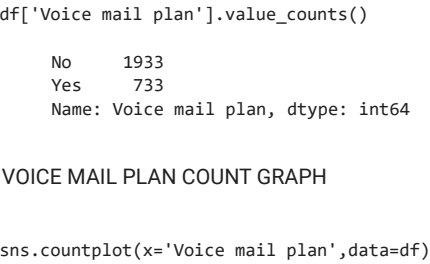
```
sns.countplot(x='State',data=df)
```



INTERNATIONAL PLAN COUNT GRAPH



VOICE MAIL PLAN COUNT GRAPH



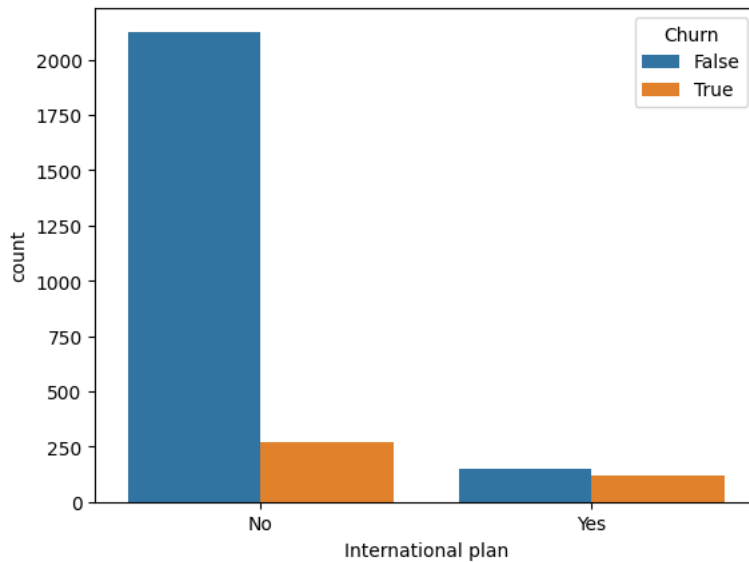
<Axes: xlabel='Voice mail plan', ylabel='count'>



International plan affecting churn graph

```
sns.countplot(x='International plan',hue='Churn',data=df)
```

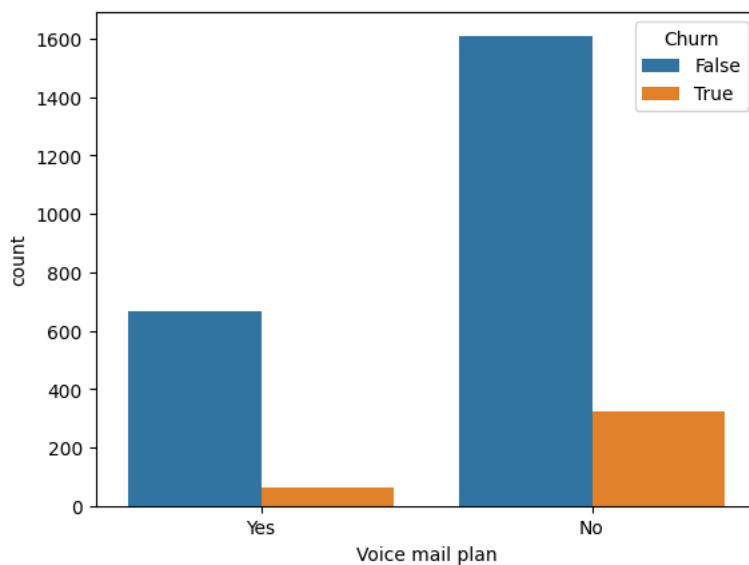
<Axes: xlabel='International plan', ylabel='count'>



voive mail affecting churn

```
sns.countplot(x='Voice mail plan',hue='Churn',data=df)
```

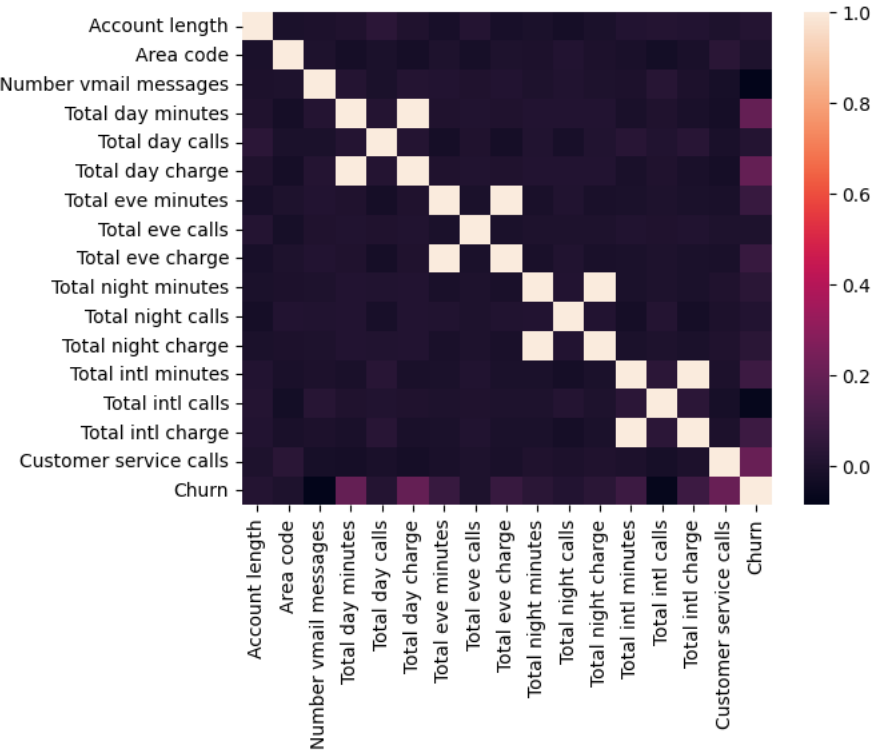
<Axes: xlabel='Voice mail plan', ylabel='count'>



HEAT MAP CORRELATION

```
sns.heatmap(df.corr())
```

```
<ipython-input-127-aa4f4450a243>:1: FutureWarning: The default value of numeric_only in DataFrame.corr
sns.heatmap(df.corr())
<Axes: >
```



```
df1=pd.get_dummies(df[['State','International plan','Voice mail plan']],drop_first=True)
df1
```

	State_AL	State_AR	State_AZ	State_CA	State_CO	State_CT	State_DC	State_DE	State_FL	State_G
0	0	0	0	0	0	0	0	0	0	(
1	0	0	0	0	0	0	0	0	0	(
2	0	0	0	0	0	0	0	0	0	(
3	0	0	0	0	0	0	0	0	0	(
4	0	0	0	0	0	0	0	0	0	(
...
2661	0	0	0	0	0	0	0	0	0	(
2662	0	0	1	0	0	0	0	0	0	(
2663	0	0	0	0	0	0	0	0	0	(
2664	0	0	0	0	0	0	0	0	0	(
2665	0	0	0	0	0	0	0	0	0	(

2666 rows × 52 columns



```
dfe=pd.concat([df,df1],axis=1)
dfe
```

	State	Account length	Area code	International plan	Voice mail plan	Number vmail messages	Total day minutes	Total day calls	Total day charge	Total eve minutes	...	State_
0	KS	128	415	No	Yes	25	265.1	110	45.07	197.4	...	
1	OH	107	415	No	Yes	26	161.6	123	27.47	195.5	...	
2	NJ	137	415	No	No	0	243.4	114	41.38	121.2	...	
3	OH	84	408	Yes	No	0	299.4	71	50.90	61.9	...	
4	OK	75	415	Yes	No	0	166.7	113	28.34	148.3	...	
...	
2661	SC	79	415	No	No	0	134.7	98	22.90	189.7	...	
2662	AZ	192	415	No	Yes	36	156.2	77	26.55	215.5	...	
2663	WV	68	415	No	No	0	231.1	57	39.29	153.4	...	
2664	RI	28	510	No	No	0	180.8	109	30.74	288.8	...	

```
dfe.drop(['State','International plan','Voice mail plan'],axis=1,inplace=True)
```

2666 rows × 12 columns

dfe

	Account length	Area code	Number vmail messages	Total day minutes	Total day calls	Total day charge	Total eve minutes	Total eve calls	Total eve charge	Total night minutes	...	State_TX S
0	128	415	25	265.1	110	45.07	197.4	99	16.78	244.7	...	0
1	107	415	26	161.6	123	27.47	195.5	103	16.62	254.4	...	0
2	137	415	0	243.4	114	41.38	121.2	110	10.30	162.6	...	0
3	84	408	0	299.4	71	50.90	61.9	88	5.26	196.9	...	0
4	75	415	0	166.7	113	28.34	148.3	122	12.61	186.9	...	0
...
2661	79	415	0	134.7	98	22.90	189.7	68	16.12	221.4	...	0
2662	192	415	36	156.2	77	26.55	215.5	126	18.32	279.1	...	0
2663	68	415	0	231.1	57	39.29	153.4	55	13.04	191.3	...	0
2664	28	510	0	180.8	109	30.74	288.8	58	24.55	191.9	...	0
2665	74	415	25	234.4	113	39.85	265.9	82	22.60	241.4	...	0

2666 rows × 69 columns



```
x_train=dfe.drop(['Churn'],axis=1)
x_train
```

	Account length	Area code	Number vmail messages	Total day minutes	Total day calls	Total day charge	Total eve minutes	Total eve calls	Total eve charge	Total night minutes	...	State_TX	S
0	128	415	25	265.1	110	45.07	197.4	99	16.78	244.7	...	0	
1	107	415	26	161.6	123	27.47	195.5	103	16.62	254.4	...	0	

```
y_train=df['Churn']
y_train

0      False
1      False
2      False
3      False
4      False
...
2661   False
2662   False
2663   False
2664   False
2665   False
Name: Churn, Length: 2666, dtype: bool
2666 rows x 68 columns
```

TESTING DATA

```
#testing data
df2=pd.read_csv('/content/drive/MyDrive/Data set ML/churn-bigml-20.csv')
df2
```

	State	Account length	Area code	International plan	Voice mail plan	Number vmail messages	Total day minutes	Total day calls	Total day charge	Total eve minutes	Total eve calls	Total eve charge
0	LA	117	408	No	No	0	184.5	97	31.37	351.6	80	29.8
1	IN	65	415	No	No	0	129.1	137	21.95	228.5	83	19.4
2	NY	161	415	No	No	0	332.9	67	56.59	317.8	97	27.0
3	SC	111	415	No	No	0	110.4	103	18.77	137.3	102	11.6
4	HI	49	510	No	No	0	119.3	117	20.28	215.1	109	18.2
...
662	WI	114	415	No	Yes	26	137.1	88	23.31	155.7	125	13.2
663	AL	106	408	No	Yes	29	83.6	131	14.21	203.9	131	17.3
664	VT	60	415	No	No	0	193.9	118	32.96	85.0	110	7.2
665	WV	159	415	No	No	0	169.8	114	28.87	197.7	105	16.8
666	CT	184	510	Yes	No	0	213.8	105	36.35	159.6	84	13.5

667 rows x 20 columns



```
df2.head()
```

	State	Account length	Area code	International plan	Voice mail plan	Number vmail messages	Total day minutes	Total day calls	Total day charge	Total eve minutes	Total eve calls	Total eve charge
0	LA	117	408	No	No	0	184.5	97	31.37	351.6	80	29.89
1	IN	65	415	No	No	0	129.1	137	21.95	228.5	83	19.42
2	NY	161	415	No	No	0	332.9	67	56.59	317.8	97	27.01
3	SC	111	415	No	No	0	110.4	103	18.77	137.3	102	11.67
4	HI	49	510	No	No	0	119.3	117	20.28	215.1	109	18.28




```
df2.tail()
```

	State	Account length	Area code	International plan	Voice mail plan	Number vmail messages	Total day minutes	Total day calls	Total day charge	Total eve minutes	Total eve calls	Total eve charge
662	WI	114	415	No	Yes	26	137.1	88	23.31	155.7	125	13.2
663	AL	106	408	No	Yes	29	83.6	131	14.21	203.9	131	17.3
664	VT	60	415	No	No	0	193.9	118	32.96	85.0	110	7.2
665	WV	159	415	No	No	0	169.8	114	28.87	197.7	105	16.8
666	CT	184	510	Yes	No	0	213.8	105	36.35	159.6	84	13.5



```
df2.columns
```

```
Index(['State', 'Account length', 'Area code', 'International plan',  
      'Voice mail plan', 'Number vmail messages', 'Total day minutes',  
      'Total day calls', 'Total day charge', 'Total eve minutes',  
      'Total eve calls', 'Total eve charge', 'Total night minutes',  
      'Total night calls', 'Total night charge', 'Total intl minutes',  
      'Total intl calls', 'Total intl charge', 'Customer service calls',  
      'Churn'],  
      dtype='object')
```

```
df2.dtypes
```

```
State                object  
Account length      int64  
Area code           int64  
International plan   object  
Voice mail plan      object  
Number vmail messages int64  
Total day minutes    float64  
Total day calls      int64  
Total day charge     float64  
Total eve minutes    float64  
Total eve calls      int64  
Total eve charge     float64  
Total night minutes  float64  
Total night calls    int64  
Total night charge   float64  
Total intl minutes   float64  
Total intl calls     int64  
Total intl charge    float64  
Customer service calls int64  
Churn               bool  
dtype: object
```

```
df2.isna().sum()
```

```
State                0  
Account length      0  
Area code           0  
International plan   0  
Voice mail plan      0  
Number vmail messages 0  
Total day minutes    0  
Total day calls      0  
Total day charge     0  
Total eve minutes    0  
Total eve calls      0  
Total eve charge     0  
Total night minutes  0  
Total night calls    0  
Total night charge   0  
Total intl minutes   0  
Total intl calls     0  
Total intl charge    0  
Customer service calls 0  
Churn               0  
dtype: int64
```

CHURN COUNT GRAPH

```
<Axes: ylabel='Churn'>
```

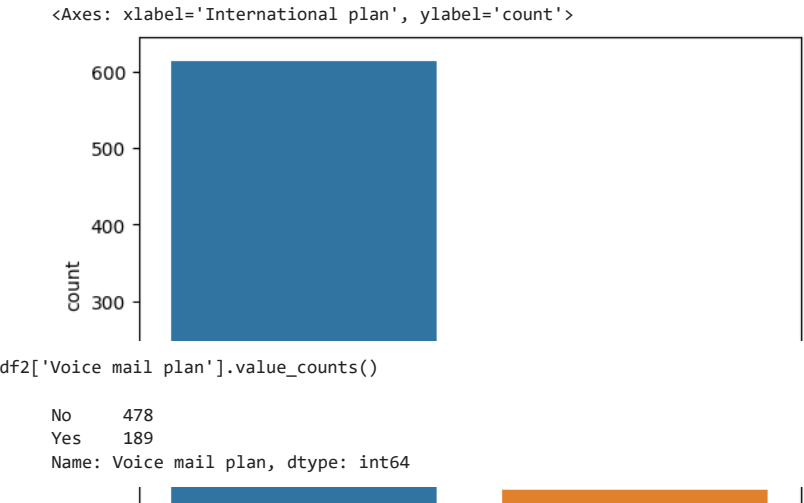


```
sns.countplot(x='State',data=df2)
```

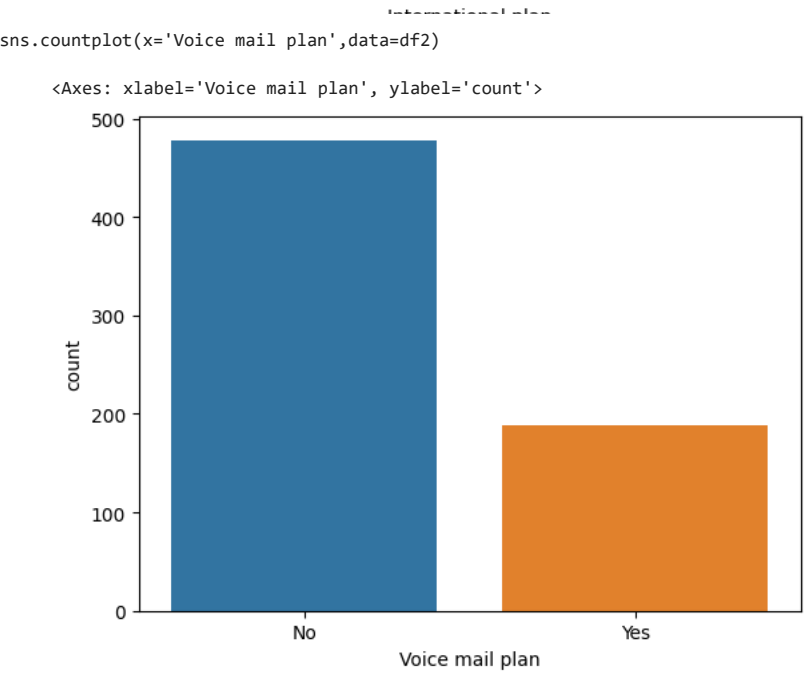


Name: International plan, dtype: int64

```
sns.countplot(x='International plan',data=df2)
```



VOICE MAIL PLAN COUNT GRAPH

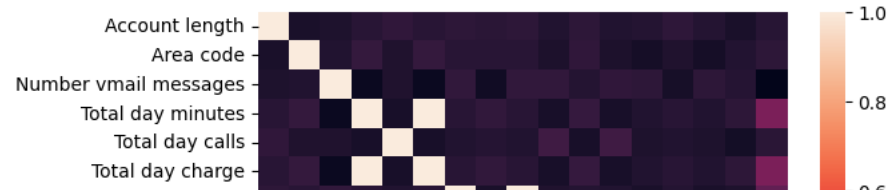


```
sns.heatmap(df2.corr())
```

```
<ipython-input-145-28890f610699>:1: FutureWarning: The default value of numeric_only in DataFrame.corr
sns.heatmap(df2.corr())
<Axes: >

Account length -
Area code
Number vmail messages
Total day minutes
Total day calls
Total day charge

df3=pd.get_dummies(df2[['State','International plan','Voice mail plan']],drop_first=True)
df3
```



	State_AL	State_AR	State_AZ	State_CA	State_CO	State_CT	State_DC	State_DE	State_FL	State_GA
0	0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0	0	0
...
662	0	0	0	0	0	0	0	0	0	0
663	1	0	0	0	0	0	0	0	0	0
664	0	0	0	0	0	0	0	0	0	0
665	0	0	0	0	0	0	0	0	0	0
666	0	0	0	0	0	1	0	0	0	0

667 rows x 52 columns



```
dfg=pd.concat([df2,df3],axis=1)
dfg
```

	State	Account length	Area code	International plan	Voice mail plan	Number vmail messages	Total day minutes	Total day calls	Total day charge	Total eve minutes	...	State_1
0	LA	117	408	No	No	0	184.5	97	31.37	351.6	...	
1	IN	65	415	No	No	0	129.1	137	21.95	228.5	...	
2	NY	161	415	No	No	0	332.9	67	56.59	317.8	...	
3	SC	111	415	No	No	0	110.4	103	18.77	137.3	...	
4	HI	49	510	No	No	0	119.3	117	20.28	215.1	...	
...	
662	WI	114	415	No	Yes	26	137.1	88	23.31	155.7	...	
663	AL	106	408	No	Yes	29	83.6	131	14.21	203.9	...	
664	VT	60	415	No	No	0	193.9	118	32.96	85.0	...	
665	WV	159	415	No	No	0	169.8	114	28.87	197.7	...	
666	CT	184	510	Yes	No	0	213.8	105	36.35	159.6	...	

667 rows x 72 columns



```
dfg.drop(['State','International plan','Voice mail plan'],axis=1,inplace=True)
dfg
```

	Account length	Area code	Number vmail messages	Total day minutes	Total day calls	Total day charge	Total eve minutes	Total eve calls	Total eve charge	Total night minutes	...	State_TX	St
0	117	408	0	184.5	97	31.37	351.6	80	29.89	215.8	...	0	
1	65	415	0	129.1	137	21.95	228.5	83	19.42	208.8	...	0	
2	161	415	0	332.9	67	56.59	317.8	97	27.01	160.6	...	0	
3	111	415	0	110.4	103	18.77	137.3	102	11.67	189.6	...	0	
4	49	510	0	119.3	117	20.28	215.1	109	18.28	178.7	...	0	
...
662	114	415	26	137.1	88	23.31	155.7	125	13.23	247.6	...	0	
663	106	408	29	83.6	131	14.21	203.9	131	17.33	229.5	...	0	
664	60	415	0	193.9	118	32.96	85.0	110	7.23	210.1	...	0	
665	159	415	0	169.8	114	28.87	197.7	105	16.80	193.7	...	0	
666	184	510	0	213.8	105	36.35	159.6	84	13.57	139.2	...	0	

667 rows × 69 columns



```
x_test=dfg.drop(['Churn'],axis=1)
x_test.head()
```

	Account length	Area code	Number vmail messages	Total day minutes	Total day calls	Total day charge	Total eve minutes	Total eve calls	Total eve charge	Total night minutes	...	State_TX	Stat
0	117	408	0	184.5	97	31.37	351.6	80	29.89	215.8	...	0	
1	65	415	0	129.1	137	21.95	228.5	83	19.42	208.8	...	0	
2	161	415	0	332.9	67	56.59	317.8	97	27.01	160.6	...	0	
3	111	415	0	110.4	103	18.77	137.3	102	11.67	189.6	...	0	
4	49	510	0	119.3	117	20.28	215.1	109	18.28	178.7	...	0	

5 rows × 68 columns



```
y_test=dfg["Churn"]
y_test

0    False
1     True
2     True
3    False
4    False
...
662   False
663   False
664   False
665   False
666   False
Name: Churn, Length: 667, dtype: bool
```

```
# x_train=x,y_train=y

from sklearn.preprocessing import MinMaxScaler
scaler=MinMaxScaler()
scaler.fit(x_train)
x_train=scaler.fit_transform(x_train)
x_test=scaler.fit_transform(x_test)
x_train
```

```
array([[0.52479339, 0.06862745, 0.5      , ..., 0.      , 0.      ,
        1.          ],
       [0.43801653, 0.06862745, 0.52      , ..., 0.      , 0.      ,
```

```

1.      ],
[0.56198347, 0.06862745, 0.      , ..., 0.      , 0.      ,
0.      ],
...,
[0.2768595 , 0.06862745, 0.      , ..., 0.      , 0.      ,
0.      ],
[0.11157025, 1.      , 0.      , ..., 0.      , 0.      ,
0.      ],
[0.30165289, 0.06862745, 0.5      , ..., 0.      , 0.      ,
1.      ]])

```

```

x_test=scaler.fit_transform(x_test)
x_test

```

```

array([[0.5021645 , 0.      , 0.      , ..., 0.      , 0.      ,
0.      ],
[0.27705628, 0.06862745, 0.      , ..., 0.      , 0.      ,
0.      ],
[0.69264069, 0.06862745, 0.      , ..., 0.      , 0.      ,
0.      ],
...,
[0.25541126, 0.06862745, 0.      , ..., 0.      , 0.      ,
0.      ],
[0.68398268, 0.06862745, 0.      , ..., 0.      , 0.      ,
0.      ],
[0.79220779, 1.      , 0.      , ..., 0.      , 1.      ,
0.      ]])

```

```
#model
```

```

from sklearn.neighbors import KNeighborsClassifier
from sklearn.naive_bayes import MultinomialNB
from sklearn.svm import SVC
K_model=KNeighborsClassifier(n_neighbors=5)
nb_model=MultinomialNB()
sv_model=SVC()
lst_model=[K_model,nb_model,sv_model]

```

```
y_test
```

```

0      False
1      True
2      True
3      False
4      False
...
662     False
663     False
664     False
665     False
666     False
Name: Churn, Length: 667, dtype: bool

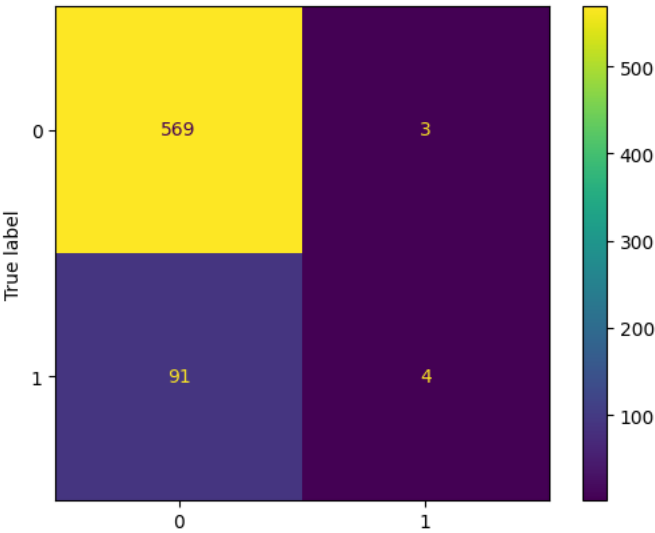
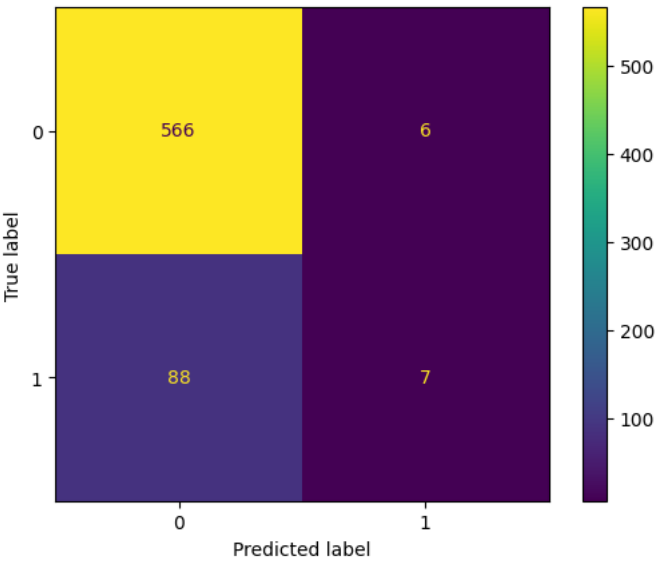
```

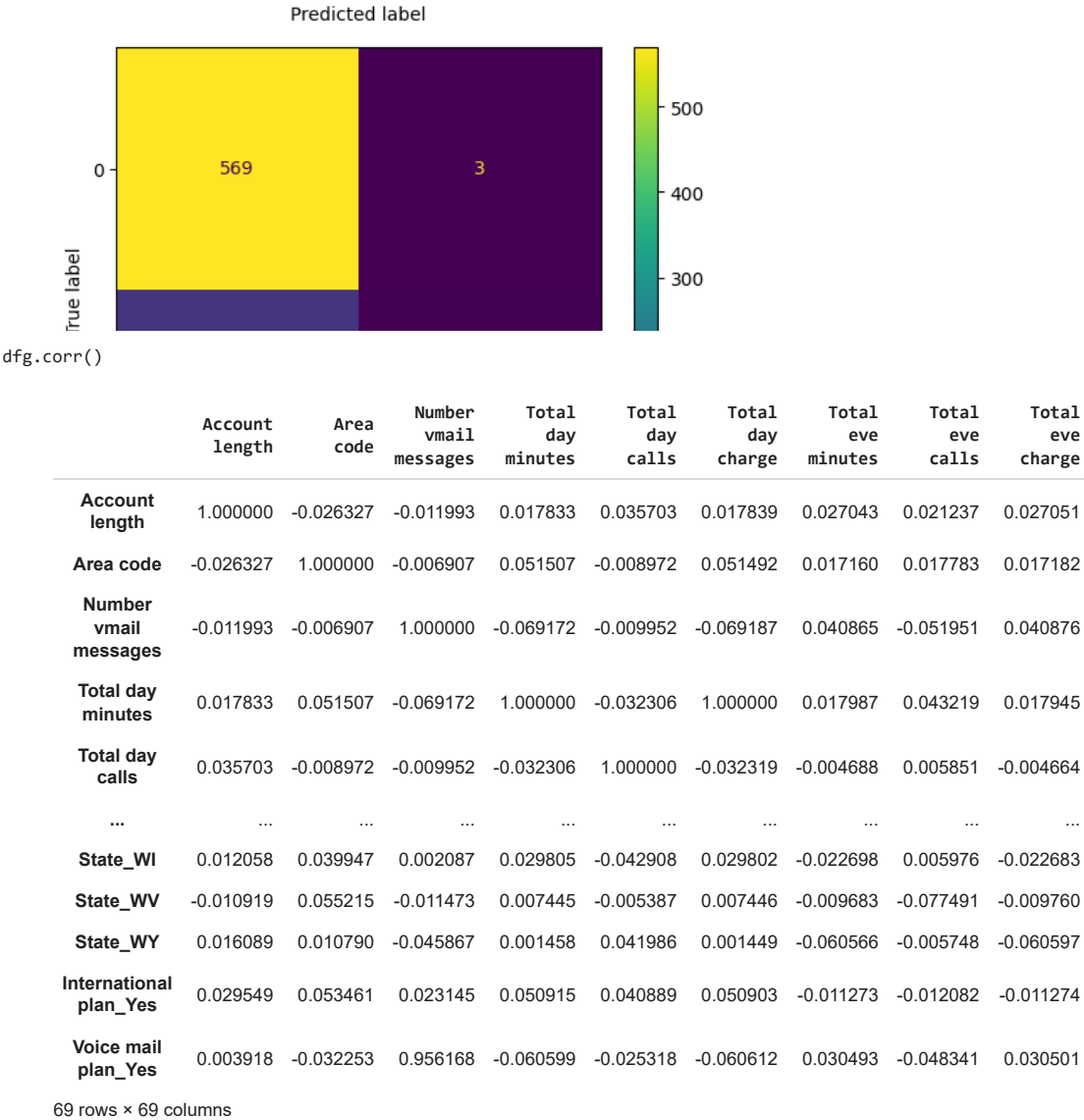
```

from sklearn.metrics import ConfusionMatrixDisplay,confusion_matrix,classification_report,accuracy_score
cm=['0','1']
for i in lst_model:
    i.fit(x_train,y_train)
    y_pred=i.predict(x_test)
    print(i)
    result=confusion_matrix(y_test,y_pred)
    print(accuracy_score(y_test,y_pred))
    print(classification_report(y_test,y_pred))
    cmd=ConfusionMatrixDisplay(result,display_labels=cm)
    cmd.plot()
    print('*'*100)

```

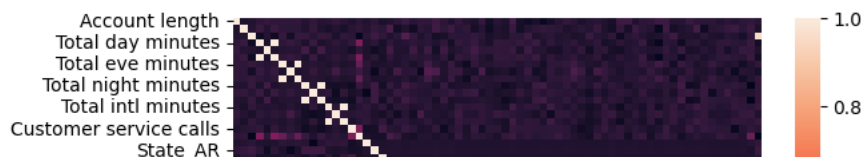
```
KNeighborsClassifier()  
0.8590704647676162  
precision    recall  f1-score   support  
  
   False    0.87    0.99    0.92     572  
   True     0.54    0.07    0.13      95  
  
accuracy          0.86     667  
macro avg    0.70    0.53    0.53     667  
weighted avg    0.82    0.86    0.81     667  
  
*****  
MultinomialNB()  
0.8590704647676162  
precision    recall  f1-score   support  
  
   False    0.86    0.99    0.92     572  
   True     0.57    0.04    0.08      95  
  
accuracy          0.86     667  
macro avg    0.72    0.52    0.50     667  
weighted avg    0.82    0.86    0.80     667  
  
*****  
SVC()  
0.863568215892054  
precision    recall  f1-score   support  
  
   False    0.87    0.99    0.93     572  
   True     0.70    0.07    0.13      95  
  
accuracy          0.86     667  
macro avg    0.78    0.53    0.53     667  
weighted avg    0.84    0.86    0.81     667  
  
*****
```





```
#heatmap
sns.heatmap(dfg.corr())
```

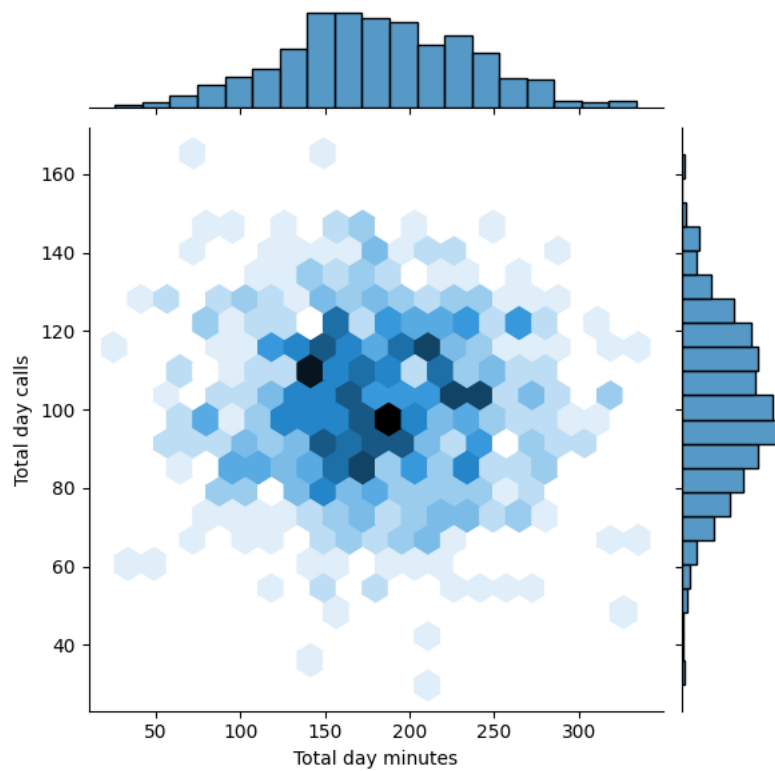

<Axes: >



#jointplot

```
sns.jointplot(x='Total day minutes',y='Total day calls',data=dfg,kind='hex')
```

<seaborn.axisgrid.JointGrid at 0x7e66e5c55db0>



✓ 0s completed at 11:58 AM

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